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ABSTRACT

During the 1981 Spring Semester, the Memphis State University (MSU) Libraries asked representative groups of library users to give their views about the services, personnel, and facilities of the library system in order to evaluate the effectiveness of the libraries in the MSU community. This study indicates that the MSU Libraries are effectively meeting the needs of their users. The responses most often received to the items in the questionnaire were used to draw profiles of the populations being surveyed--faculty, graduate students, undergraduate students, and special privilege users. According to these data, these respondents use the MSU Libraries to find and read books and periodicals for academic interests and requirements, and believe that the MSU Libraries play an important role in the university community. They regard the libraries' facilities and collections as adequate for their needs and the personnel as willing and able to help them. The data upon which these summaries are based are included in this report along with a copy of the survey instrument. (Author)

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MSU LIBRARIES: A USER SURVEY

September 1981

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ABSTRACT

During the 1981 Spring Semester, the Memphis State University Libraries asked representatative groups of library users to give their views about the services, personnel and facilities of the library system in order to evaluate the effectiveness of the libraries in the MSU community. This study indicates that the MSU Libraries are effectively meeting the needs of their users. The responses most often received to the items in the questionnaire were used to draw profiles of the populations being surveyed: faculty, graduate students, undergraduate students, and special privilege users. According to these data, these respondents use the MSU Libraries to find and read books and periodicals for academic interests and requirements and believe that the MSU Libraries play an important role in the university community. They regard the libraries' facilities and collections as adequate for their needs and the personnel as willing and able to help them. The data upon which these summaries are based are included in this report along with a copy of the survey instrument.

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Mission

In 1980, the Director of Libraries asked the Coordinator of Public Services to appoint a committee to make an evaluation study of the MSU Libraries and to submit the results in a report to the Office of Academic Affairs. In keeping with the idea that the best measure of library effectiveness is the degree to which the library is meeting the needs of those who use the library, the appointed committee decided to survey through questionnaires the four major groups of persons who use the MSU Libraries: faculty, graduate students, undergraduate students and special privilege users. The purpose of the survey, therefore, was to ask the users of the MSU Libraries to evaluate the quality of library service provided to the MSU community. The objectives of the questionnaire were to (1) identify the persons who use the library system through academic or professional association; (2) reveal why these persons used the MSU Libraries, when they used them and whether they were able to get what they needed through the system; and (3) elicit attitudes of these users concerning service affected by library personnel and facilities.

Methodology

The questionnaire was designed in three parts. All survey participants were given the first two parts: questions to be answered by all respondents and questions to be answered only by those who use branch libraries. The third part consisted of questions that were different for each of the four survey groups. During construction of the questionnaire, the committee met with the manager of Statistical Services to ensure a format that could be processed by computer services personnel. The Director of Institutional Research reviewed the survey instrument in terms of its stated purpose and

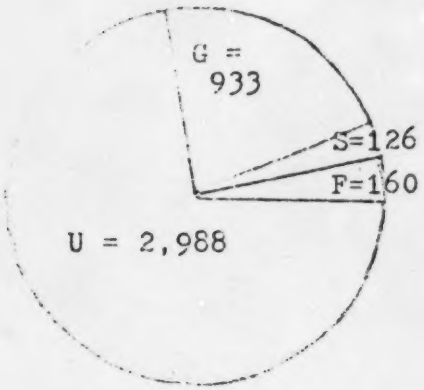


Figure 1
Selected Sample
N = 4,207

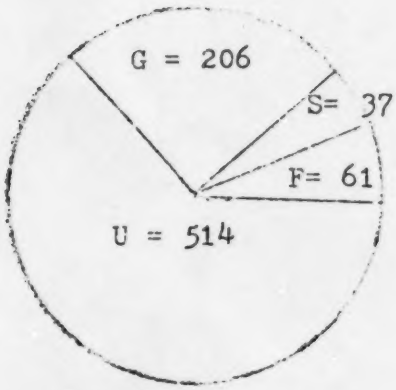


Figure 2
Sample Respondents
N = 818

agreed to assist the committee in the distribution and collection of the questionnaires. Having approval of the final form of the questionnaire from Statistical Services, the committee requested and received permission from the Director of Information Systems and Analysis to use the Computer Center to tabulate the survey data. Mailing of the questionnaires was arranged with the Manager of Postal Services for the 15th and 16th of February, 1981.

Because of the large number of persons in the survey population, a representative sample, approximately 20%, was chosen from each group to receive the questionnaire. Though the committee recognized the value of pretesting the survey instrument, the questionnaire was sent out without prior trial because of the extra cost and personnel time that would have been necessary. The names of the faculty, graduate and undergraduate recipients were selected at random by the computer. The Office of Institutional Research coordinated the activities relating to the computer

selection and label printing for mailing, based upon selection criteria requested by the committee. The special privilege recipients were randomly chosen from a list kept by the library Circulation Department. The questionnaires were mailed with return envelopes addressed to the Office of Institutional Research, where they were collected and forwarded to the library committee. Of the 4,207 questionnaires thus distributed (Figure 1), 818 (19.4%) were returned (Figure 2) by the collection deadline date, March 16, 1981--61 from faculty (F), 206 from graduate students (G), 514 from undergraduate students (U), and 37 from special privilege users (S). The Libraries' Special Projects Department helped to code the returned questionnaires before they were sent to the Computer Center for processing. By the end of June 1981, the computer analysis of the data requested by the survey was completed and sent to the survey committee.

The members of the committee spent much time individually going over the voluminous results of the survey. This report is a distillation of the information that has been accumulated, an attempt to summarize concisely but accurately the mass of data in terms of the mission objectives. The data upon which this summary is based as well as a record of committee activity in designing and implementing this study are available for examination in the Mississippi Valley Collection of the MSU Libraries.

Survey Summary

Basically, the questionnaire has generated the desired information about the effectiveness of the MSU Libraries in meeting the needs of their users. This information is summarized in terms of the modal values assigned by respondents in each of the survey groups to pertinent survey items and is presented in the following group profiles.

Faculty Survey Summary

The answers most often received from faculty respondents show a pattern of faculty use and attitudes toward the role of the library on campus. According to these sample responses, faculty library users most frequently:

1. Are from the College of Arts and Sciences
2. Visit MSU Libraries to read for self-improvement and to borrow materials for later use.
3. Make frequent but shorter visits to the library
4. Seldom use the library after 10 p.m. and never after midnight during extended library hours
5. Use periodicals, circulating books and reference materials
6. Rarely photocopy books, but will frequently photocopy periodicals
7. Have not taken the cassette tape library tour
8. Believe the library is very important on campus and that the MSU library system plays an important role in the education of MSU students
9. Require their students to use the library for their courses, but rarely instruct them in using the library
10. Do not prefer that a librarian instruct the class and have never asked a librarian for such instruction
11. Are aware of the credit course taught on the use of library materials and feel that such a course should be taught
12. Order books and periodicals for the library and believe that the responsibility for ordering library materials should be shared by faculty, librarians and administrators
13. Rate the MSU Libraries system as effectively meeting their overall needs
14. Find that the materials they need for research and study are usually available through MSU Libraries, but they also use off-campus libraries for this purpose
15. Rate the library collections in their subject fields as adequate and show concern about the quality of the book and and periodical collections
16. Believe their students get the help they need at the library, though they think that librarians should make a greater effort to show students how to use the library effectively
17. Rate the communication from librarians to teaching faculty about library service and materials as average
18. Say that library personnel are willing and able to help them and give assistance with interest when needed
19. Judge the physical facilities of the library to be average, though the quantity and quality of study space is good
20. Prefer individual carrels for study
21. Are undecided about expansion of the main library building automating library circulation processes and card catalog information

Graduate Survey Summary

Modal responses from graduate respondents suggest certain patterns of use and attitudes for that population. According to these figures, most

graduate students who use MSU Libraries:

1. Are from the College of Education
2. Are part-time students working toward a master's degree
3. Have no thesis in progress
4. Use MSU Libraries for required reading and term paper research
5. Visit MSU Libraries up to four times a month and stay from one to two hours each time
6. Use periodicals, reference materials and circulating books
7. Seldom use the library after 10:00 p.m. and rarely after midnight
8. Usually photocopy periodicals but not books
9. Believe that MSU Libraries is important on campus and in student education
10. Are unaware of the credit course offered on library use, but agree that such a course should be taught
11. Have not taken the cassette tour of the library
12. Think librarians should make greater efforts to teach students to use the library
13. Prefer individual carrels for library study
14. Have mixed reactions toward automating circulation and the card catalog.
15. Have found MSU Libraries to be effective in meeting their needs, though they also need to use other libraries for research and study as well
16. Usually find needed materials readily available
17. Rate most used departments or adequate or excellent
18. Seldom if ever use MVC, Maps or Government Documents areas of the Library
19. Rate physical facilities as average or above, with good study space
20. Found MSU Libraries to be comparable to other college and university libraries in ease of use
21. Did not offer comments, but most of those who did expressed a need for improved services and or concern about personal safety in the stacks.

Undergraduate Survey Summary

The lowest response ratio came from the undergraduate students, a 17% return. Because of this smaller sample, and perhaps because of the greater diversity within the population, the modal responses may less accurately reflect central tendencies for the undergraduate population who use MSU Libraries. However, some generalizations may be made regarding this group of library users based on the number who did respond. These statistics show that undergraduate students who use MSU Libraries most frequently:

1. Are from the College of Business
2. Are full-time students at the senior level
3. Use MSU Libraries to find and read materials required for a course
4. Tend to use the library in the evenings, but rarely after 10 p.m.
5. Visit the library ten times a month, often staying up to two hours
6. Use circulating books, reference material and periodicals
7. Photocopy periodicals more often than books
8. Will try to locate library materials by using the card catalog first, other location aids next and a librarian last
9. Have not taken the cassette tape tour of the library
10. Are aware of the credit course in library use and agree that such a course should be taught, but say they are not interested in taking the course
11. Are able to locate books if they have the call number
12. Believe that the role of the library on campus is very important and that MSU Libraries plays an important role in the education of MSU students
13. Are required to use library resources for their courses
14. Believe librarians should make greater efforts to show students how to use the library effectively
15. Found library personnel willing and interested in helping students
16. Often found what they needed for research and study at MSU Libraries but frequently use off-campus libraries to find needed materials for this purpose
17. Rate MSU Libraries as effective in meeting their needs
18. Found assistance received from library personnel in various departments excellent to adequate
19. Tend not to use Government Documents, MVC or Branch Libraries
20. Rate the overall physical facilities of the library as average
21. Prefer individual carrels for library use
22. Judge the quantity and quality of study space to be good and do not have difficulty concentrating when studying in the library
23. Are undecided about funding priorities for library expansion
24. Believe that the library should automate circulation and the card catalog, but don't know how they would feel about using an on-line catalog.

Special Privilege Users Survey Summary

MSU Libraries grants special library privileges to persons not formally affiliated with the university. At the end of FY 1980-81 there were 1,037 current SP card holders from a wide variety of community organizations. The survey results show that these respondents most frequently:

1. Are employed by small and large corporations in the area
2. Consider their research at MSU job-related
3. Depend more on MSU Libraries than other libraries in the area for these needs
4. Use MSU Libraries to read for self-improvement and to check books out and in
5. Tend to make infrequent visits to the library, an average of once a month, and stay from 30 minutes to 3 hours

6. Do not use the library after 10 p.m.
7. Will rarely photocopy books or periodicals
8. Believe that the library plays an important role on campus and in the education of MSU students
9. Believe that librarians should make greater efforts to show students how to use the library effectively
10. Are not aware of the credit course in library use but believe that such a course should be taught
11. Have not taken the cassette tour of the library
12. Oppose funding for automated circulation and an on-line catalog though they generally are not knowledgeable about on-line catalogs.
13. Are unaware of temporary parking passes and never use a parking pass
14. Found the library material that they needed readily available in the library
15. Rate MSU Libraries as effective in meeting their needs
16. Use reference materials, microforms, periodicals and books and consider those collections to be adequate for their needs
17. Think that the library physical facilities are average
18. Rate library study space as good and prefer individual carrels for study
19. Found library personnel able and willing to help with interest
20. Rate service as adequate in the departments they use
21. Suggest that the library should re-examine details of its policy for Special Privilege Users

Branch Library Survey Summary

Although everyone received the questions relating to branch libraries, only those who used them were asked to answer the questions. A total of 32.19% of all respondents, 253 of the 818 valid cases, reported using branch libraries at some time. Because of this restricted response, modal replies are determined by adjusted frequencies rather than relative frequency distributions. According to these statistics, branch library users most frequently:

1. Have not decided on a major field of study
2. Use the Engineering Library more often than the other branches
3. Visit a branch library from 1-3 times a month and stay 30 minutes to an hour each time
4. Attend classes during the day
5. Consider branch hours to be adequate
6. Use books, periodicals and reference materials more than other types
7. Usually find materials needed in the branches
8. Did not choose to offer comments, but of those who did, the most frequent suggestions were for longer hours and more holdings

Statistical Summaries

A. Statistical Summary: General Questionnaire (% Relative Frequencies)

The following statistics are given to show the frequency distribution of the values sought by the general questionnaire, the first two parts sent to all of the sample groups. They are presented according to the basic categories suggested by the survey objectives: to derive information leading to a user profile and library profile. Within this broader perspective, the Tables I and II are drawn first to show the composite responses to each question in descending order of relative frequency and then the responses of the four groups as they compare with each other and with the composite relative frequencies. Therefore, one should be able to easily determine from the following tabulation (1) the questions used to shape the profiles, (2) the mode of all library user responses for each question, (3) the mode of each group of library user responses for each question, and (4) relative responses to specific questions for purposes of comparisons.

TABLE I: USER PROFILE

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
A. Reason for Using Libraries					
(Q1) Reason for Last Visit					
Find & Read Material	57.58%	32.79%	67.96%	59.14%	18.92%
Research Term Paper	39.85%	14.75%	55.34%	38.13%	18.92%
Copy Material	28.61%	21.31%	30.10%	29.77%	16.22%
Study Own Material	27.63%	4.92%	15.53%	35.80%	18.92%
Borrow for Later Use	25.79%	40.98%	33.50%	19.84%	40.54%
Read-Self-Improvement	18.58%	49.18%	13.11%	13.81%	64.86%
Return Books	18.22%	22.95%	18.93%	16.54%	29.73%
Read-Pleasure	13.57%	11.48%	5.83%	15.76%	29.73%
B. Frequency/Times of Use					
(Q2) Visits Per Month					
1 time	21.03%	13.11%	15.53%	21.98%	51.35%
2 times	14.67%	9.84%	19.42%	13.23%	16.22%
4 times	12.96%	13.11%	16.02%	12.06%	8.11%
3 times	11.00%	14.75%	11.17%	10.89%	5.41%
5 times	7.21%	3.28%	5.34%	8.75%	2.70%
10 times	5.99%	14.75%	8.25%	4.47%	.00%
6 times	5.50%	4.92%	7.28%	5.06%	2.70%
8 times	4.65%	6.56%	4.85%	4.67%	.00%
20 times	2.81%	3.28%	3.88%	2.14%	5.41%
12 times	2.44%	1.64%	.97%	3.31%	.00%
15 times	1.83%	1.64%	.49%	2.53%	.00%
7 times	1.22%	.00%	1.46%	1.36%	.00%
16 times	.73%	.00%	.49%	.97%	.00%
25 times	.73	1.64%	.00%	.97%	.00%
24 times	.49%	.00%	.00%	.78%	.00%
9 times	.24%	.00%	.49%	.00%	2.70%
11 times	.24%	.00%	.49%	.19%	.00%
18 times	.24%	.00%	.00%	.39%	.00%
23 times	.24%	.00%	.00%	.39%	.00%
28 times	.24%	1.64%	.00%	.19%	.00%
14 times	.12%	.00%	.00%	.19%	.00%
22 times	.12%	.00%	.00%	.19%	.00%
29 times	.12%	.00%	.49%	.00%	.00%
30 times	.12%	1.64%	.00%	.00%	.00%
31 times	.12%	.00%	.00%	.19%	.00%
60 times	.12%	.00%	.49%	.00%	.00%
63 times	.12%	.00%	.00%	.19%	.00%
65 times	.12%	.00%	.00%	.19%	.00%

TABLE I: USER PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(Q3) Average Length of Visit					
1-2 hours	33.86%	22.95%	34.47%	34.63%	37.84%
30 mins.-1 hour	29.34%	37.70%	22.82%	31.52%	21.62%
2-3 hours	18.95%	4.92%	28.64%	16.34%	24.32%
less than 30 mins.	6.72%	18.03%	3.40%	7.00%	2.70%
3-4 hours	5.38%	3.28%	6.80%	5.45%	.00%
more than 4 hours	2.32%	3.28%	1.94%	1.75%	10.81%
(Q5) After 10 p.m. Usage					
1 time	12.10%	8.20%	13.11%	12.65%	5.41%
2 times	6.72%	3.28%	5.83%	7.59%	5.41%
3 times	3.67%	.00%	3.88%	4.28%	.00%
4 times	2.81%	.00%	3.40%	2.92%	2.70%
6 times	1.34%	1.64%	.00%	1.95%	.00%
5 times	1.10%	.00%	.97%	1.36%	.00%
10 times	.73%	.00%	.00%	.97%	2.70%
8 times	.49%	1.64%	.00%	.58%	.00%
7 times	.37%	.00%	.00%	.58%	.00%
12 times	.37%	.00%	.00%	.58%	.00%
15 times	.37%	.00%	.00%	.58%	.00%
20 times	.24%	1.64%	.00%	.19%	.00%
9 times	.12%	.00%	.00%	.00%	2.70%
14 times	.12%	.00%	.00%	.19%	.00%
25 times	.12%	.00%	.00%	.19%	.00%
(Q6) Areas Used After 10 p.m.					
(G) Study Areas	21.39%	9.84%	10.19%	27.82%	13.51%
(C) Reference	19.44%	13.11%	18.93%	20.82%	13.51%
(A) Card Catalog	16.50%	16.39%	16.50%	16.93%	10.81%
(D) Periodicals	16.50%	14.75%	18.45%	15.95%	16.22%
(B) Book Stacks	15.77%	14.75%	16.50%	15.37%	18.92%
(F) Reserve	6.97%	6.56%	6.31%	7.20%	8.11%
(E) Microfilms	6.48%	9.84%	10.19%	4.47%	8.11%
(Q7) Used Extended Hours: Exams					
Never	65.28%	65.57%	77.18%	60.70%	62.16%
Rarely	17.11%	11.48%	15.53%	18.68%	13.51%
Frequently	11.49%	8.20%	2.91%	15.76%	5.41%

TABLE I: USER PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
C. Kinds of Materials Used					
(Q4) Materials Used					
(A) Circulating Books	74.57%	78.69%	80.10%	71.21%	83.78%
(C) Reference	73.59%	68.85%	82.04%	71.40%	64.86%
(B) Periodicals	72.13%	88.52%	81.55%	66.54%	70.27%
(D) Reserve	38.51%	21.31%	48.06%	38.52%	13.51%
(F) Microforms	37.53%	37.70%	53.40%	31.91%	27.03%
(G) LMC	19.68%	37.70%	15.05%	20.43%	5.41%
(E) Newspapers	17.24%	31.15%	9.22%	18.29%	24.32%
(H) Government Documents	15.28%	27.87%	24.27%	9.92%	18.92%
(I) MVC	5.99%	13.11%	6.31%	4.47%	13.51%
(Q10) Photocopy Books					
Rarely	48.41%	49.18%	49.51%	48.05%	45.95%
Always	30.93%	16.39%	34.95%	31.32%	27.03%
Never	15.40%	24.59%	11.17%	15.76%	18.92%
Sometimes	.49%	1.64%	.49%	.19%	2.70%
(Q11) Photocopy Periodicals					
Frequently	39.12%	36.07%	50.49%	35.80%	27.03%
Rarely	27.02%	32.79%	19.90%	28.60%	35.14%
Never	16.63%	16.39%	7.28%	20.23%	18.92%
Always	13.08%	9.84%	19.42%	10.89%	13.51%
(Q12) Used Cassette Tape Library Tour					
No	85.70%	90.16%	91.75%	82.68%	86.49%
Yes	11.00%	4.92%	5.83%	13.81%	10.81%
D. Perception of Library Role					
(Q15) Role of Library on Campus					
Very Important	78.61%	77.05%	84.47%	76.26%	81.08%
Important	14.18%	9.84%	9.71%	16.54%	13.51%
Moderately Important	2.93%	4.92%	2.91%	2.92%	.00%
Little Important	.73%	.00%	.97%	.78%	.00%

TABLE I: USER PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(Q16) Contribution to Education					
Strongly Agree	60.76%	52.46%	69.42%	57.98%	64.86%
Agree	28.97%	24.59%	21.36%	32.68%	27.03%
Undecided	4.65%	6.56%	4.37%	4.67%	2.70%
Disagree	1.96%	8.20%	2.43%	1.17%	.00%
Strongle Disagree	.37%	3.28%	.00%	.19%	.00%
(Q18) Require Library Use for Course Work					
Yes	79.46%	80.33%	90.29%	78.02%	37.84%
No	11.98%	13.11%	5.83%	14.59%	8.11%
Not Applicable	4.89%	1.64%	1.46%	3.70%	45.95%
(Q19) Aware of Credit for Library Course					
Yes	50.49%	49.18%	42.72%	54.86%	35.14%
No	46.33%	45.90%	54.85%	42.02%	59.46%
Q20) Should Teach Library Course for Credit					
Yes	75.18%	55.74%	78.16%	77.24%	62.16%
No	18.95%	39.34%	15.53%	17.32%	27.03%

TABLE II: LIBRARY PROFILE

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
A. Availability of Materials					
(Q8) Frequency Found					
Usually	63.33%	65.57%	63.59%	62.45%	70.27%
About Half	15.40%	21.31%	17.48%	13.81%	16.22%
Always	14.91%	4.92%	12.62%	17.32%	10.81%
Infrequently	1.34%	1.64%	2.91%	.78%	.00%
Almost Never	.73%	.00%	.49%	.97%	.00%
(Q9) Why Not Found					
(2) Checked Out	29.10%	16.39%	22.82%	33.85%	18.92%
(1) Not on Shelf	25.06%	6.56%	30.58%	25.88%	13.51%
(3) Not Owned	22.25%	52.46%	29.61%	14.79%	35.14%
(4) Gave Up	8.07%	3.28%	3.88%	10.31%	8.11%
(5) 1 and 2	2.44%	1.64%	1.46%	2.92%	2.70%
(9) Comb. of 3	1.71%	4.92%	1.46%	1.17%	5.41%
(6) 2 and 3	1.59%	4.92%	1.46%	.97%	5.41%
(8) Comb. of 2	1.47%	.00%	3.40%	.97%	.00%
(7) 3 and 4	.37%	1.64%	.49%	.19%	.00%
(Q12) Use Off-Campus Libraries					
Yes	50.49%	62.30%	57.77%	44.55%	72.97%
No	44.99%	31.15%	38.83%	50.78%	21.62%
B. Effectiveness of Service/ Collection					
(Q13) Effectiveness of Library					
Effective	56.85%	54.10%	56.80%	56.42%	67.57%
Very Effective	24.33%	16.39%	21.84%	26.46%	21.62%
Mediocre	11.98%	21.31%	14.08%	10.31%	8.11%
Cannot Determine	1.83%	1.64%	.97%	2.33%	.00%
Ineffective	1.10%	1.64%	2.43%	.58%	.00%
Very Ineffective	.61%	.00%	.97%	.58%	.00%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(Q14) Adequacy of Collections					
(A) Reference					
Adequate	50.73%	65.57%	61.17%	44.55%	54.05%
Excellent	31.78%	14.75%	27.67%	35.80%	27.03%
Inadequate	4.89%	6.56%	5.83%	4.28%	5.41%
Not Used	3.55%	1.64%	1.94%	4.28%	5.41%
(B) Reserve					
Adequate	43.52%	44.26%	52.43%	40.86%	29.73%
Not Used	21.76%	27.87%	17.48%	21.40%	40.54%
Excellent	13.33%	6.56%	10.68%	15.95%	2.70%
Inadequate	5.38%	1.64%	8.25%	4.28%	10.81%
(C) Microforms					
Adequate	36.06%	44.26%	49.03%	28.79%	51.35%
Not Used	22.37%	16.39%	15.53%	25.88%	21.62%
Excellent	17.48%	9.84%	14.08%	20.43%	8.11%
Inadequate	5.50%	8.20%	5.34%	5.25%	5.41%
(D) Periodicals					
Adequate	44.01%	47.54%	54.85%	40.08%	32.43%
Excellent	24.69%	8.20%	17.48%	28.99%	32.43%
Inadequate	10.76%	22.95%	15.05%	7.59%	10.81%
Not Used	6.97%	9.84%	2.91%	7.59%	16.22%
(E) Government Documents					
Not Used	41.93%	26.23%	34.47%	46.69%	43.24%
Adequate	21.15%	27.87%	26.21%	18.09%	24.32%
Excellent	10.88%	11.48%	11.17%	10.12%	18.92%
Inadequate	2.44%	9.84%	1.46%	1.95%	2.70%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(F) Maps					
Not Used	54.16%	50.82%	53.40%	54.47%	59.46%
Adequate	11.37%	6.56%	9.71%	12.26%	16.22%
Excellent	4.40%	1.64%	3.40%	5.25%	2 70%
Inadequate	1.47%	1.64%	.97%	1.56%	2.70%
(G) Reading Room					
Not Used	38.63%	39.34%	43.20%	35.60%	54.05%
Adequate	19.93%	18.03%	17.96%	20.82%	21.62%
Excellent	12.35%	9.84%	5.34%	15.95%	5.41%
Inadequate	3.42%	.00%	3.40%	3.89%	2.70%
(H) Book Collection					
Adequate	44.99%	52.46%	53.40%	40.27%	51.35%
Excellent	16.99%	3.28%	13.11%	20.23%	16.22%
Inadequate	10.64%	29.51%	13.11%	7.00%	16.22%
Not Used	9.90%	.00%	4.85%	13.62%	2.70%
(I) MVC					
Not Used	50.61%	42.62%	49.51%	52.14%	48.65%
Adequate	13.45%	13.11%	13.59%	13.04%	18.92%
Excellent	6.97%	8.20%	3.88%	8.17%	5.41%
Inadequate	1.22%	.00%	.00%	1.56%	5.41%
(J) Branch Libraries					
Not Used	38.39%	39.34%	36.89%	38.72%	40.54%
Adequate	21.76%	21.31%	22.82%	21.79%	16.22%
Excellent	7.95%	3.28%	3.88%	9.92%	10.81%
Inadequate	5.62%	4.92%	6.31%	4.86%	13.51%
(Q17) Teaching Library Usage					
Strongly Agree	40.71%	36.07%	42.72%	41.44%	27.03%
Agree	34.84%	32.79%	34.95%	35.02%	35.14%
Undecided	14.55%	18.03%	14.08%	13.81%	21.62%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
Disagree	5.75%	4.92%	5.83%	5.64%	8.11%
Strongly Disagree	.73%	3.28%	.00%	.58%	2.70%
(Q29) Automate Circulation					
Yes	47.31%	40.98%	50.00%	48.05%	32.43%
No	37.53%	42.62%	35.44%	37.16%	45.95%
Dont' Know	.61%	4.92%	.00%	.39%	.00%
(Q30) Automate On-Line Card Catalog					
Yes	49.27%	42.62%	46.12%	52.14%	37.84%
No	38.14%	40.98%	41.75%	36.19%	40.54%
Don't Know	.49%	3.28%	.00%	.39%	.00%
(Q31) Feelings About Using On-Line Catalog					
Don't Know	44.99%	34.43%	46.12%	45.53%	48.65%
Enjoy It	44.62%	54.10%	43.69%	43.77%	45.95%
Be Frightened	4.65%	3.28%	5.34%	4.86%	.00%
Don't Like	.49%	3.28%	.49%	.19%	.00%
(Q32) Awareness of On-Line Catalog Location Possibilities					
No	58.68%	42.62%	51.94%	64.01%	48.65%
Yes	35.09%	44.26%	42.72%	30.35%	43.24%
Don't Care	.61%	3.28%	.49%	.39%	.00%
C. Physical Facilities					
(Q22) Ranking of Study Facilities					
(A) Individual Carrel					
High Rank	61.00%	67.21%	67.48%	57.20%	67.57%
Middle Rank	19.56%	13.11%	12.62%	23.54%	13.51%
Low Rank	10.76%	8.20%	11.17%	11.09%	8.11%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(B) Small Study Room					
Middle Rank	48.78%	54.10%	51.94%	46.89%	48.65%
Low Rank	20.17%	16.39%	20.39%	19.84%	29.73%
High Rank	18.83%	13.11%	12.62%	22.57%	10.81%
(C) Large Study Area					
Low Rank	55.38%	59.02%	52.91%	56.23%	51.35%
Middle Rank	18.46%	16.39%	20.87%	17.12%	27.03%
High Rank	13.33%	8.20%	12.14%	14.59%	10.81%
(Q23) Impression of Facilities					
Average	61.74%	67.21%	64.08%	60.51%	56.76%
Ideal	27.51%	9.84%	21.36%	32.10%	27.03%
Below Average	5.01%	13.11%	7.28%	2.72%	10.81%
Poor	1.96%	1.64%	4.37%	.97%	2.70%
(Q24) Rating of Study Space					
Good	60.76%	55.74%	61.65%	61.67%	51.35%
Excellent	19.44%	14.75%	15.53%	21.40%	21.62%
Poor	12.47%	19.67%	14.56%	10.51%	16.22%
No Opinion	3.79%	4.92%	5.83%	2.72%	5.41%
(Q33) Funding for Library Expansion					
Undecided	38.63%	22.95%	33.98%	42.02%	43.24%
Strongly Agree	22.74%	22.95%	29.61%	19.84%	24.32%
Agree	22.25%	13.11%	20.87%	23.93%	21.62%
Disagree	8.19%	19.67%	7.28%	7.59%	2.70%
Strongly Disagree	2.69%	11.48%	3.40%	1.56%	.00%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(D) Personnel					
(Q25) Librarian Willing To Help					
Yes, Interest	69.56%	80.33%	73.30%	65.76%	83.78%
Yes, Indifference	24.57%	13.11%	22.82%	27.43%	13.51%
No	1.10%	.00%	.97%	1.36%	.00%
(Q26) Librarian Able To Help					
Yes	85.09%	81.97%	86.41%	85.02%	83.78%
No	5.75%	4.92%	6.31%	5.64%	5.41%
Not Applicable	4.65%	8.20%	3.40%	4.47%	8.11%
(Q27) Source of Problems With Personnel					
Attitude	16.01%	4.92%	17.48%	17.32%	8.11%
Question Not Comprehended	9.66%	9.84%	10.19%	9.53%	8.11%
Answers Not Adequately Researched	9.05%	4.92%	7.28%	10.51%	5.41%
Answer Not Received in Time	4.28%	6.56%	3.40%	4.67%	.00%
Answer Incorrect	1.47%	1.64%	.49%	1.75%	2.70%
2 Reasons	.24%	.00%	.00%	.19%	2.70%
3 Reasons	.12%	.00%	.00%	.19%	.00%
(Q28) Rating of Assistance Given in Departments					
(A) Microforms					
Excellent	30.93%	31.15%	41.26%	27.24%	24.32%
Adequate	25.79%	21.31%	24.76%	24.88%	37.84%
Not Used	23.96%	24.59%	13.59%	28.60%	16.22%
Inadequate	3.06%	1.64%	4.85%	2.33%	5.41%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
(B) Reference					
Adequate	40.95%	31.15%	37.86%	43.19%	43.24%
Excellent	40.34%	42.62%	47.09%	37.74%	35.14%
Not Used	4.40%	8.20%	2.91%	4.28%	8.11%
Inadequate	3.42%	1.64%	5.83%	2.92%	.00%
(C) Reserve					
Adequate	34.96%	32.79%	39.81%	33.66%	29.73%
Not Used	23.47%	22.95%	16.50%	25.29%	37.84%
Excellent	20.78%	22.95%	23.79%	19.65%	16.22%
Inadequate	5.99%	1.64%	10.19%	5.06%	2.70%
(D) Circulation					
Adequate	33.50%	29.51%	37.38%	31.71%	43.24%
Not Used	23.84%	4.92%	14.56%	30.35%	16.22%
Excellent	20.42%	39.34%	26.21%	15.37%	27.03%
Inadequate	3.55%	3.28%	3.88%	3.70%	.00%
(E) Periodicals					
Adequate	39.61%	27.87%	43.20%	39.49%	40.54%
Excellent	24.33%	31.15%	22.82%	24.12%	24.32%
Not Used	15.28%	16.39%	13.11%	15.95%	16.22%
Inadequate	5.62%	4.92%	5.83%	5.84%	2.70%
(F) Government Documents					
Not Used	49.76%	37.70%	40.29%	55.64%	40.54%
Adequate	12.96%	16.39%	12.62%	12.45%	16.22%
Excellent	12.10%	13.11%	17.96%	9.34%	16.22%
Inadequate	1.83%	1.64%	1.94%	1.56%	5.41%
(G) MVC					
Not Used	57.70%	44.26%	53.40%	61.28%	54.05%
Adequate	7.33%	4.92%	4.85%	8.56%	8.11%
Excellent	7.09%	14.75%	6.80%	6.03%	10.81%

TABLE II: LIBRARY PROFILE
(continued)

Description	Comp (N=818)	Fac. (N=61)	Grad (N=206)	Un.Grad (N=514)	S.P. (N=37)
Inadequate	.73%	.00%	1.46%	.58%	.00%
(H) Branch Libraries					
Not Used	43.64%	34.43%	43.20%	45.14%	40.54%
Adequate	18.58%	13.11%	15.53%	20.62%	16.22%
Excellent	10.02%	13.11%	10.19%	9.73%	8.11%
Inadequate	2.69%	1.64%	2.43%	2.72%	5.41%

B. Statistical Summary: Faculty Questionnaire
(Relative Frequencies and Absolute Frequencies)
N=61

(F1) Do you structure your courses so that students are required to use library sources:

27.9%	(17)	Always	
42.6%	(26)	Frequently	
18%	(11)	Rarely	
4.9%	(3)	Never	
6.6%	(4)	No answer	Mode = Frequently

(F2) You are a member of which department?

13.1%	(8)	Business	
1.6%	(1)	Anthropology	
1.6%	(1)	Art	
6.6%	(4)	Biology	
6.6%	(4)	Chemistry	
4.9%	(3)	Engineering	
8.2%	(5)	English	
14.8%	(9)	Education	
1.6%	(1)	Foreign Languages	
1.6%	(1)	HPER	
3.3%	(2)	History	
4.9%	(3)	Math & Physics	
8.2%	(5)	Psychology	Mode = Education
4.9%	(3)	Sociology	
1.6%	(1)	Theater & Communication Arts	
3.3%	(2)	No Answer	

(F3) Do you instruct your students in how to use the library for your course?

8.2%	(5)	Always	
31.1%	(19)	Frequently	
37.7%	(23)	Rarely	
14.8%	(9)	Never	Mode = Rarely

(F4) Would you prefer that librarians instruct your class in how to use the library for your course?

41.0%	(25)	Yes	
47.5%	(29)	No	
1.6%	(1)	Yes, qualified	Mode = No

(F5) Have you ever asked a librarian to instruct your class?

11.5%	(7)	Yes	
80.3%	(49)	No	Mode = No

(F6) Do your students get the help they need at the library?

23.0%	(14)	Always	
52.5%	(32)	Frequently	
0.0%	(0)	Rarely	
0.0%	(0)	Never	Mode = Frequently
4.9%	(3)	Don't know	

(F7) Do you inform the library when you give your students assignments involving specific library materials that are not on reserve (e.g.; a particular periodical or a particular book)?

4.9%	(3)	Always	
11.5%	(7)	Frequently	
23.0%	(14)	Rarely	
42.6%	(26)	Never	Mode = Rarely

(F8) Do you order books and/or periodicals for the library?

65.6%	(40)	Yes	
27.9%	(17)	No	Mode = Yes

(F9) Who should have the primary responsibility for ordering library materials?

34.4%	(21)	Teaching faculty	
1.6%	(1)	Librarians	
0.0%	(0)	Adminstrators	
57.4%	(35)	Shared Responsibility	Mode = Shared Responsibility

(F10) Communication from librarians to teaching faculty about library services and materials is

21.3%	(13)	Good	
54.1%	(33)	Average	
11.5%	(7)	Below average	
3.3%	(2)	Poor	Mode = Average

(F11) Comments

1.6%	(1)	Complaints in general
1.6%	(1)	Complaints about service
1.6%	(1)	Complaints about hours
3.3%	(2)	Complaints about security
6.6%	(4)	Collection inadequate
11.4%	(7)	Other comments on collection
3.3%	(2)	General commendations
3.3%	(2)	Personnel commendations
4.9%	(3)	Other commendations

Mode = Comments on Collection

C. Statistical Summary: Graduate Questionnaire
(Relative Frequencies and Absolute Frequencies)
N=514

(G1) What is your major field of study at MSU?

(34)	Business	
(2)	Anthropology	
(2)	Art	
(1)	Speech and Hearing	
(1)	Chemistry	
(8)	Engineering	
(5)	English	
(89)	Education	
(3)	Law	
(2)	Foreign Languages	
(1)	Geography	
(2)	HPER	
(10)	History	Mode = Education
(2)	Home Economics	
(3)	Music	
(1)	Philosophy	
(12)	Political Science	
(5)	Psychology	
(3)	Theater and Communication Arts	
(1)	University College	
(7)	Other	
(10)	No answer	

(G2) What level student are you?

65.5%	(135)	Masters	
20.9%	(43)	Doctoral	
7.3%	(15)	Other	Mode = Masters

(G3) Are you a full time student?

32.5%	(67)	Yes	
59.7%	(123)	No	
.5%	(1)	Not applicable	Mode = No

(G4) Regarding any change in your tesis/dissertation topic because of a lack of research material at MSU:

59.6%	(115)	Thesis/dissertation not in progress	
15.1%	(29)	No change necessary	
1.5%	(3)	Minor change necessary	
0.0%	(0)	Major change necessary	Mode = No Thesis/Dissertation

(G5) If a change was necessary, did you first check on availability of materials through Interlibrary Loan or reciprocal borrowing privileges with Memphis-area libraries before deciding to change?

2.9%	(6)	Checked Interlibrary Loan	
.5%	(1)	Checked on reciprocal borrowing	
2.9%	(6)	Checked both	
5.3%	(11)	Checked neither	Mode = Checked neither

(G6) Have you attended any college/university other than MSU?

69.9%	(144)	Yes	
23.8%	(49)	No	Mode = Yes

(G7) If yes, how does the MSU Library compare in ease of use?

12.1%	(25)	Easier	
40.3%	(83)	About the same	
16.0%	(33)	More difficult	Mode = About the same

(G8) If more difficult, which reasons contribute most to the increased difficulty?

13.1%	(27)	Physical design	
.5%	(1)	Personal service	
1.5%	(3)	Hours	
4.4%	(9)	Adequacy of materials	
0.0%	(0)	Borrowing policies	Mode = Physical Design
1.0%	(2)	Other	

(G9A) Comments

Complaints-

6.8%	(14)	Stacks unsafe	
7.3%	(15)	Services improvement	
2.4%	(5)	Study area	
6.3%	(13)	More holdings	
1.0%	(2)	Microforms complaints	
3.4%	(7)	Plant complaints	Mode = Services Improvement
1.5%	(3)	Survey complaints	
1.9%	(4)	Staff complaints	

Commendations-

5.8%	(12)	Service commended	

(G9B) Comments

Complaints-

2.4%	(5)	Services improvement	
.5%	(1)	Study area	
1.9%	(4)	More holdings	
.5%	(1)	Microforms complaints	
1.9%	(4)	Plant complaints	Mode = Services Improvement
2.4%	(5)	Survey complaints	and Survey Complaints
1.9%	(4)	Staff complaints	

D. Statistical Summary: Undergraduate Students
(Relative Frequencies and Absolute Frequencies)
N=206

(U 1) What is your major field of study at MSU?

Adjusted Frequency/Absolute Frequency

29 %	(150)	Business
0 %	(1)	Anthropology
3 %	(14)	Art
5 %	(25)	Audiology and Speech Pathology
0 %	(2)	Biology
6 %	(33)	Chemistry
2 %	(8)	Engineering
9 %	(45)	English
4 %	(22)	Education
0 %	(1)	Law
1 %	(3)	Foreign Languages
1 %	(7)	Geography and Geology
1 %	(6)	Health, Physical Education & Recreation
1 %	(5)	History
3 %	(14)	Home Economics
2 %	(11)	Journalism
2 %	(9)	Mathematics and Physics
5 %	(26)	Music
0 %	(1)	Nursing
2 %	(8)	Philosophy
3 %	(16)	Political Science
1 %	(6)	Psychology
3 %	(15)	Sociology
1 %	(6)	Theater and Communication Arts
5 %	(24)	University College
10 %	(53)	Other

Mode = Business

(U 2) Rank the approach you take in locating material:

U2-1 Card Catalog
Relative Frequency/Absolute Frequency

69.6%	(358)	First
11.1%	(57)	Second
5.3%	(27)	Third
3.1%	(16)	Fourth
1.8%	(9)	Fifth

Mode = First

U2-2 Reference Books

10.5%	(54)	First
29.6%	(152)	Second
23 %	(120)	Third
15.8%	(81)	Fourth
6.8%	(35)	Fifth

Mode = Second

U2-3 Indexes and/or Abstracts

4.7%	(24)	First	
15.6%	(80)	Second	
15 %	(77)	Third	
24.5%	(126)	Fourth	
21.2%	(109)	Fifth	Mode = Fourth

U2-4 Periodicals Holding File

4.9%	(25)	First	
21 %	(108)	Second	
21.4%	(110)	Third	
22 %	(113)	Fourth	
14 %	(72)	Fifth	Mode = Fourth

U2-5 Librarian

4.3%	(22)	First	
9.9%	(51)	Second	
18.3%	(94)	Third	
15.6%	(80)	Fourth	
37.4%	(192)	Fifth	Mode = Fifth

(U 3) If you have the cal. number, are you able to locate the book in the Library?

84.8%	(436)	Yes	
8 %	(41)	No	Mode = Yes

(U 4) Do you think it would help you if the Library had a staff member stationed on each floor of the Library Tower?

49 %	(252)	Yes	
44.7%	(230)	No	Mode = Yes

(U 5) Would you be interested in taking Library 2010, an elective course for credit, to learn how to use the Library more effectively?

34.2%	(176)	Yes	
60.1%	(309)	No	Mode = No

(U 6) Do you find it difficult to concentrate when studying in the Library?

26.5%	(136)	Yes	
69.1%	(355)	No	Mode = No

U6B If yes, indicate reason.

5.6%	(29)	Too noisy	
1.9%	(10)	Too quiet	
.8%	(4)	Uncomfortable seating	
1.6%	(8)	Too crowded	
1 %	(5)	Inadequate lighting	
3.3%	(17)	Too much traffic	Mode = Too noisy
5.6%	(29)	Uncomfortable temperature	
4.5%	(23)	Dislike studying in the Library	
4.9%	(25)	Other	

(U 7) If you do study in the Library, how many hours per week do you study in the Library?

45.5%	(234)	1 to 3 hours	
12.8%	(66)	4 to 6 hours	
4.5%	(23)	6 to 10 hours	
2.5%	(13)	over 10 hours	Mode = 1 to 3 hours

(U 8) When do you most frequently use the Library?

13.6%	(70)	7:45 am - 11:00 am	
13.6%	(68)	11:00 am - 1:00 pm	
22.8%	(117)	1:00 pm - 5:00 pm	
36.8%	(189)	5:00 pm - 10:00 pm	
4.1%	(21)	10:00 pm - 12:00 am	
1.6%	(8)	Combinations	Mode = 5:00 pm - 10:00 pm

(U 9) What is your classification?

12.8%	(66)	Freshman	
18.5%	(95)	Sophomore	
24.9%	(128)	Junior	
40.1%	(206)	Senior	
.6%	(3)	Not applicable	Mode = Senior

(U 10) Are you a full time student?

78 %	(401)	Yes	
17.1%	(88)	No	
1.2%	(6)	Not applicable	Mode = Yes

(U 11A) Comments:

Complaints-

.8%	(4)	General
2.9%	(15)	Service, (copy machines, telephone, etc.)
3.9%	(20)	Physical facilities (study areas, rest rooms, etc.)
2.1%	(11)	Material: collection
.6%	(3)	Personnel
1.9%	(10)	Hours of library
3.1%	(16)	Environment of buildings: noise, temperature, etc.
1.6%	(8)	Safety in the book stacks

Commendations-

7.8%	(40)	General	
.4%	(2)	Service	
.4%	(2)	Physical facilities	
.2%	(1)	Material: collection	
.6%	(3)	Personnel	
.2%	(1)	Security	
7.6%	(39)	Other	Mode = General commendations

(U 11B)

Complaints-

.2%	(1)	Service
1 %	(5)	Physical facilities
1.6%	(8)	Personnel
.4%	(2)	Hours of service
.2%	(1)	Environment
1 %	(5)	Safety in the stacks

Commendations-

1 %	(5)	Personnel
2 %	(11)	Security
.8%	(4)	Other

Mode = Personnel complaints

E. Statistical Summary: Special Privilege (Relative Frequencies - Absolute Frequencies) N=37

(SP 1) Do you try to locate material at the public library before coming to MSU?

8.1%	(3)	Always	
45 %	(17)	Frequently	
40.5%	(15)	Never	Mode = Frequently

(SP 2) Do you try to locate material at other libraries in the Memphis area before coming to MSU?

5.6%	(2)	Always	
43 %	(16)	Frequently	
45 %	(17)	Never	Mode = Never

(SP 3) How often do you use the MSU Library?

29.7%	(11)	Frequently each month	
27 %	(10)	Once a month	
5.4%	(2)	Once in 2 months	
2.7%	(1)	Once in 4 months	
2.7%	(1)	Once in 6 months	
24.3%	(9)	Undetermined	Mode = Frequently each month

(SP 4) Are you aware that a visitor (someone not associated with MSU) may get a temporary parking pass at the MSU Information Center on Central?

37.8%	(14)	Yes	
59.5%	(22)	No	Mode = No

(SP 5) If yes, do you use a parking pass when visiting the library?

8.1%	(3)	Always	
5 %	(2)	Rarely	
43.2%	(16)	Never	Mode = Never

(SP 6) The limit of five books per patron per check out:

45.9%	(17)	Should be raised	
5.4%	(2)	Should be lowered	
45.9%	(17)	No opinion	Mode = Should be raised

(SP 7) Do you use the library for personal research?

100 %	(37)	Yes	
			Mode = Yes

(SP 8) Do you use the Library for recreational reading?

62.2%	(23)	Yes	
35.1%	(13)	No	Mode = Yes

(SP 9) Are you doing research related to your job?

83.8%	(31)	Yes	
16.2%	(6)	No	Mode = Yes

(SP 10) Are you using the Library because your employer does not provide research material?

35.1%	(13)	Yes	
18.9%	(7)	No	
45.9%	(17)	Not applicable	Mode = Not applicable

(SP 11) Which of the following best describes your employer?

27 %	(10)	Small corporation	
27 %	(10)	Large corporation	
8.1%	(3)	Government	
10.8%	(4)	Self-employed	
2.7%	(1)	Not applicable	
21.6%	(8)	Educational institution	Mode = Small corporation

(SP 12A) Are you a student at a college or university other than MSU?

10.8%	(4)	Local (Memphis)	
8.1%	(3)	Other	
75.7%	(28)	Not applicable	Mode = Not applicable

(SP 12B) If so, does your visit to the library involve a shcool assignment?

16.2%	(6)	Yes	
5.4%	(2)	No	
48.6%	(18)	Not applicable	Mode = Not applicable

(SP 13) Are you using the MSU Library because you were unable to locate the material you need in your school's library?

24.3%	(9)	Yes	
37.8%	(14)	No	Mode = No

(SP 14) If you attend a school that is not located in Memphis, are you using the Library between terms at your school?

5.4%	(2)	Yes	
5.4%	(2)	No	
45.9%	(17)	Not applicable	Mode = Not applicable

(SP 15) What suggestions do you have concerning services to Special Privilege Users?

29.7%	(11)	Re-examine policy	
13.5%	(5)	Service commendations	Mode = Re-examine policy

F. Statistical Summary: Branches (Composite)
(Adjusted Frequencies and Absolute Frequencies)
N=253

(B1) Do you use an MSU Branch Library at all?

32.2%	(253)	Yes
67.8%	(533)	No
	(32)	No answer

Mode = No

(B2) Rank the following branch libraries by usage. Assign number one to the branch used most often.

Rank	Chemistry N=112	Engineering N=136	Music N=106	Audio & Speech N=69	Mathematics N=103
1.	44% (50)	53% (73)	49% (52)	17% (12)	17% (32)
2.	16% (18)	24% (33)	15% (16)	17% (12)	34% (35)
3.	19% (22)	5% (8)	10% (11)	13% (9)	22% (23)
4.	8% (9)	8% (11)	12% (13)	24% (17)	5% (6)
5.	11% (13)	8% (11)	13% (14)	27% (19)	6% (7)

(B3) Approximately how many times in a month do you visit a branch library?

16.9%	(44)	None
53.6%	(140)	1-3 times
9.2%	(24)	4-6 times
6.5%	(17)	7-10 times
5.4%	(14)	11-15 times
8.4%	(22)	16 or more

Mode = 1-3 times

(B4) What is the average length of your visit to the branch library you go to most?

21.1%	(53)	Less than 30 minutes
36.7%	(92)	30 minutes to an hour
24.3%	(61)	1-2 hours
10.4%	(26)	2-3 hours
1.6%	(4)	3-4 hours
.4%	(1)	Longer than 4 hours
5.6%	(14)	Infrequently

Mode = 30 minutes to an hour

(B5) Department or Major Field at MSU.

8.4%	(68)	Business
.4%	(3)	Anthropology
.6%	(5)	Art
2.2%	(18)	Biology
1.4%	(11)	Chemistry
4.9%	(40)	Engineering
1.0%	(8)	English
13.5%	(110)	Education
.9%	(7)	Law
.5%	(4)	Foreign Language
.1%	(1)	Geography & Geology
.5%	(4)	HPER
1.7%	(14)	History
.5%	(4)	Journalism
1.6%	(13)	Math & Physics
1.1%	(9)	Music

.7%	(6)	Nursing	
1.6%	(13)	Political Science	
1.4%	(11)	Psychology	
.1%	(1)	Sociology	
.9%	(7)	Theater & Communication	
.2%	(2)	University College	Mode = Education
2.7%	(22)	Other	
53.1%	(432)	Undecided	

(B6) When do you attend classes primarily?

63.2%	(182)	Day	
27.4%	(79)	Night	
9.0%	(26)	Not applicable	
.3%	(1)	Day and Night	Mode = Day

(B7) The hours of service at the branch I frequent most are

16.9%	(43)	Inadequate	
82.3%	(209)	Adequate	
.8%	(2)	Overextended	Mode = Adequate

(B8) Which of the following library material do you use most frequently on your visits to the branches?

38.0%	(98)	Books	
20.2%	(52)	Periodicals	
2.7%	(7)	Abstracts & Indexes	
20.5%	(53)	Reference material	
1.9%	(5)	Tests	Mode = Books
8.1%	(21)	Not applicable	
.8%	(2)	Multiple answers	

(B9) Do you usually find what you want in the branches?

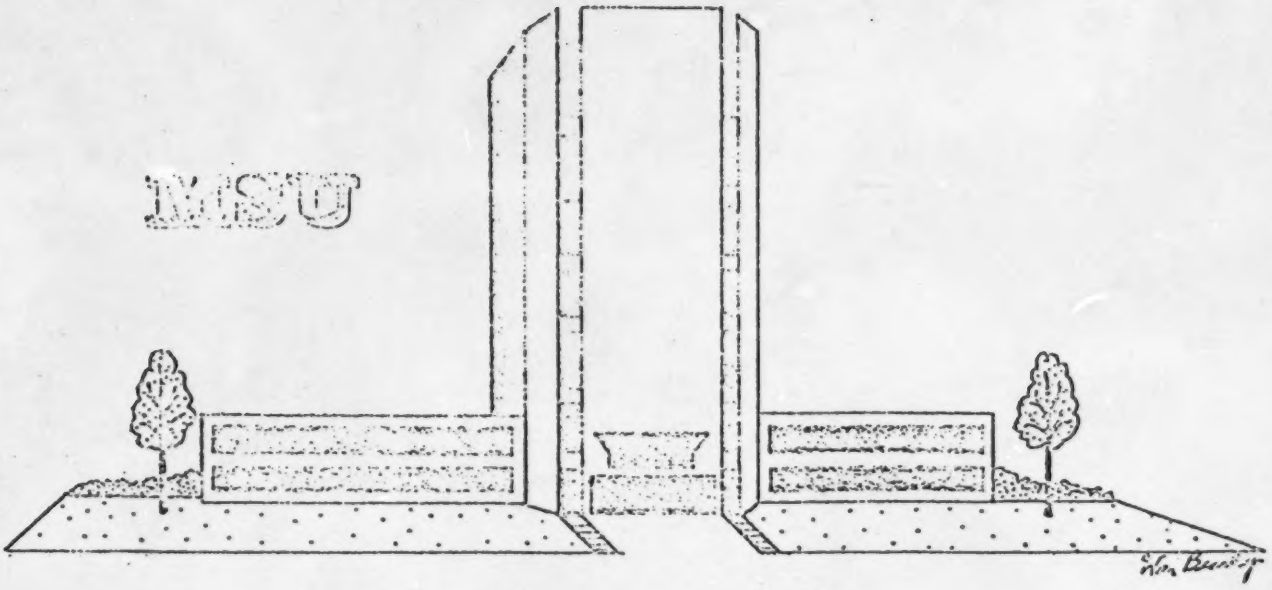
86.6%	(213)	Yes	
13.4%	(33)	No	Mode = Yes

(10) What suggestions do you have to improve library services in the branches?

28.6%	(28)	Longer hours	
20.4%	(20)	More holdings	
11.2%	(11)	Improve facilities	Mode = Longer hours
1.0%	(1)	More copiers	
12.2%	(12)	Improve service	
3.1%	(3)	Commend service	
7.1%	(7)	General satisfaction	
3.1%	(3)	General dissatisfaction	
5.1%	(5)	More information	
8.2%	(8)	Other	

ACKNOWLEDGEMENT

The survey committee wishes to acknowledge the assistance given in this study by many people outside the library as well as by many others on the library staff. The task was made much easier by the many meetings and conversations with Virginia Weymouth, Manager of Statistical Services, who patiently advised and answered questions in committee sessions and who helped individuals to interpret the data from the computer analysis. Valuable assistance also was given by Dr. Walter Jones, Assistant Professor of Political Science, who served as consultant for the report summary of the statistical data. The committee is also grateful to Mary Gardiner Gruenewald, Director of Institutional Research, who advised the committee in the implementation of the survey, and to Lou Alvarado, who coordinated the mailing and collection of the questionnaires through the Office of Institutional Research.



JOHN BRISTER LIBRARY

Memphis State Libraries would like your opinion regarding its facilities and services in order to serve its users better. Therefore, the following questionnaire is being sent to you and other MSU faculty, students and special privilege users of MSU Libraries. Your responses will be confidential since you are not asked to give your name.

The results of this survey will be reported to the Director of Libraries and to the University community and will form part of the data on which decisions about future development of the library system will be based.

Thank you for your cooperation in this research. Please answer all questions as directed and return the questionnaire in the enclosed envelope to the Office of Institutional Research no later than Monday, March 9, 1981.

The numbers on the right of the response line are for data processing purposes.

USER SURVEY

MEMPHIS STATE UNIVERSITY LIBRARIES

DIRECTIONS: Please indicate your response(s) on the line provided to the right of each question.

1. What was the purpose of your most recent visit to the Main Library? Place an X beside all that apply.
   (a) To find and read material required for a course _____1
   (b) To read library material for self-improvement _____2
   (c) To read for pleasure _____3
   (d) To borrow library material for later use _____4
   (e) To do research for a term paper _____5
   (f) To return books/material to the library _____6
   (g) To get material copied _____7
   (h) To study with my own material _____8

2. Approximately how many times a month do you visit the Library? Write the number of times in the space to the right. _____9-10

3. What is the average length of your visit? (1) Less than 30 minutes (2) 30 minutes to an hour (3) 1-2 hours (4) 2-3 hours (5) 3-4 hours (6) Longer than 4 hours _____11

4. Which of the following do you use on your visits to the Library? Place an X beside all that apply.
   (a) Books which may be checked out _____12
   (b) Periodicals _____13
   (c) Reference material _____14
   (d) Reserve material _____15
   (e) Newspapers _____16
   (f) Microforms _____17
   (g) Learning Media Center material _____18
   (h) Government Documents _____19
   (i) Mississippi Valley Collection/Special Collections _____20

5. Approximately how many times a month do you use the Library after 10:00 p.m.? Write the number of times in the space to the right. _____21-22

6. If you use the Library after 10:00 p.m., which area(s) do you use? Place an X beside all that apply.
   (a) Card Catalog/Bibliography _____23
   (b) Book Stacks _____24
   (c) Reference _____25
   (d) Periodicals _____26
   (e) Microforms _____27
   (f) Reserve _____28
   (g) Study areas _____29

7. How often do you use the extended hours of the Library to 1:00 a.m. during examination periods? (1) Frequently (2) Rarely (3) Never _____30

8. How often do you find the material you need for research and study readily available at the Library? (1) Always (2) Usually (3) About half the time (4) Infrequently (5) Almost never _____31

9. When you do not locate material you need, is it because (1) Not on the shelf (2) Unavailable because checked out (3) Not owned by Library (4) You gave up. _____32

10. How often do you make copies from books that you do not check out? (1) Never (2) Rarely (3) Always _____33

11. How often do you make copies of periodicals? (1) Always (2) Frequently (3) Rarely (4) Never _____34

12. Do you need to use libraries off-campus to find material for research and study? (1) Yes (2) No _____35

13. Overall, how would you rate the effectiveness of the Library in meeting your needs? (1) Very effective (2) Effective (3) Mediocre (4) Ineffective (5) Very ineffective (6) Cannot determine _____36

14. The adequacy of material in your subject field in the various collections of the Library can be described as: (1) Excellent (2) Adequate (3) Inadequate (4) Not used. Rate each of the following areas separately.

    (a) Reference _____37
    (b) Reserve _____38
    (c) Microforms _____39
    (d) Periodicals & Newspapers _____40
    (e) Government Documents _____41
    (f) Maps _____42
    (g) Reading room _____43
    (h) Book collection (stacks) _____44
    (i) MVC (Special Collections) _____45
    (j) Branch Libraries _____46

15. In your opinion, how important is the role of the Library on the MSU campus? (1) Very important (2) Important (3) Moderately important (4) Of little importance (5) Nonessential _____47

16. The MSU Library system plays an important role in the education of MSU students. (1) Strongly agree (2) Agree (3) Undecided (4) Disagree (5) Strongly disagree _____48

17. Librarians should make greater efforts to show students how to use the Library effectively. (1) Strongly agree (2) Agree (3) Undecided (4) Disagree (5) Strongly disagree _____49

18. Do your courses require using the Library and its resources? (1) Yes (2) No (3) Not applicable _____50

19. Are you aware that the Library teaches a course for academic credit on the Use of Library Materials? (1) Yes (2) No _____51

20. Should the Library teach a course for credit? (1) Yes (2) No _____52

21. Have you taken a tour of the Library using the cassette tape which describes the departments in the Library? (1) Yes (2) No ____53

22. Rank the following kinds of study facilities by preference. Assign one to the most preferable item.
    (a) Individual carrel ____54
    (b) Small group study room ____55
    (c) Large open study area ____56

23. What is your general impression of the physical facilities of the Library? (1) Ideal (2) Average (3) Below average (4) Poor ____57

24. How do you rate the study space (quantity and quality) provided in the Library? (1) Excellent (2) Good (3) Poor (4) No opinion ____58

25. The last time you asked for assistance, was the librarian or staff member willing to help you? (1) Yes, with interest (2) Yes, but with indifference (3) No ____59

26. In general when you ask for assistance from a librarian or staff member, are you then able to locate what you need? (1) Yes (2) No (3) Not applicable ____60

27. If you have experienced problems with library personnel, were they caused by (1) Answers not adequately researched (2) Answers not received in time to be of use (3) Person didn't comprehend question (4) Answer incorrect (5) Attitude of person approached. ____61

28. The type of assistance you have received from Library personnel in the following departments can best be described as (1) Excellent (2) Adequate (3) Inadequate (4) Not used. Rate each department separately.
    (a) Microforms ____62
    (b) Reference ____63
    (c) Reserve ____64
    (d) Circulation ____65
    (e) Periodicals & Newspapers ____66
    (f) Government Documents & Maps ____67
    (g) Mississippi Valley Collection (Special Collections) ____68
    (h) Branch Libraries ____69

29. Should the University invest funds in automating by computer the libraries' circulation processes? (1) Yes (2) No ____70

30. Should the University invest funds in changing to an on-line (computer automated) card catalog? (1) Yes (2) No ____71

31. How would you feel about using an on-line catalog? (1) Enjoy it (2) Be frightened (3) Don't know ____72

32. Are you aware that an on-line catalog of MSU Libraries' holdings could be in every library and other desirable locations if the Library had an on-line catalog? (1) Yes (2) No ____73

33. The University should re-set funding priorities in order to speed up expansion of the main library building. (1) Strongly agree (2) Agree (3) Undecided (4) Disagree (5) Strongly disagree ____74

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75	76	77	78	79	80

1. Do you use an MSU Branch Library at all? (1) Yes (2) No ____ 1

If no, please go to the next page. If yes, please complete this page before proceeding to the next page.

BRANCH LIBRARIES

2. Rank the following branch libraries by usage. Assign number one to the branch used most often.
   (a) Chemistry ____ 2
   (b) Engineering ____ 3
   (c) Music ____ 4
   (d) Audio and Speech Pathology ____ 5
   (e) Mathematics Reading Room ____ 6

3. Approximately how many times in a month do you visit a branch library? (1) None (2) 1-3 times (3) 4-6 times (4) 7-10 times (5) 11-15 times (6) 16 or more ____ 7

4. What is the average length of your visit to the branch library you go to most? (1) Less than 30 minutes (2) 30 minutes to an hour (3) 1-2 hours (4) 2-3 hours (5) 3-4 hours (6) Longer than 4 hours (7) Not applicable ____ 8

5. Write your department or major field at MSU. (Write "undecided" or "not applicable" if necessary.)

   _____ ____ 9-10

6. When do you attend classes primarily? (1) Day (2) Night (3) Not applicable ____ 11

7. The hours of service at the branch I frequent most are (1) Inadequate (2) Adequate (3) Overextended ____ 12

8. Which of the following library material do you use most frequently on your visits to the branches? (1) Books which may be checked out (2) Periodicals (3) Abstracts and indexes (4) Reference material (5) Reserve material (6) Tests (7) Not applicable ____ 13

9. Do you usually find what you want in the branches? (1) Yes (2) No ____ 14

10. What suggestions do you have to improve library services in the branches.

    _____ ____ 15

    _____ ____ 16

    _____

    _____

    _____

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17 18 19 20 21 22

LIBRARY USE SURVEY
FACULTY

1. Do you structure your courses so that students are required to use library sources? (1) Always (2) Frequently (3) Rarely (4) Never _____ 1

2. You are a faculty member of which department?_____ _____ 2

3. Do you instruct your students in how to use the library for your course? (1) Always (2) Frequently (3) Rarely (4) Never _____ 3

4. Would you prefer that librarians instruct your class in how to use the library for your course? (1) Yes (2) No _____ 4

5. Have you ever asked a librarian to instruct your class? (1) Yes (2) No _____ 5

6. Do your students get the help they need at the library? (1) Always (2) Frequently (3) Rarely (4) Never _____ 6

7. Do you inform the library when you give your students assignments involving specific library materials that are not on reserve (e.g.; a particular periodical or a particular book)? (1) Always (2) Frequently (3) Rarely (4) Never _____ 7

8. Do you order books and/or periodicals for the library (1) Yes (2) No _____ 8

9. Who should have the primary responsibility for ordering library materials? (1) Teaching faculty (2) Librarians (3) Administrators (4) The responsibility should be shared _____ 9

10. Communication from librarians to teaching faculty about Library services and materials is (1) Good (2) Average (3) Below average (4) Poor. _____ 10

11. Comments:_____ _____ 11

_____ _____ 12

_____

_____

_____

_____

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13 14 15 16 17 18

GRADUATE STUDENTS

1. What is your major field of study at MSU? ____ 1-2

_____

2. What level student are you? (1) Masters (2) Doctoral (3) Other ____ 3

3. Are you a full time student? (1) Yes (2) No (3) Not applicable ____ 4

4. Regarding any change in your thesis/dissertation topic because of a lack of research material at MSU: (1) Thesis/dissertation not in progress (2) No change necessary (3) Minor change necessary (4) Major change necessary ____ 5

5. If a change was necessary, did you first check on availability of materials through Interlibrary Loan or reciprocal borrowing privileges with Memphis-area libraries before deciding to change? (1) Checked Interlibrary Loan (2) Checked on reciprocal borrowing (3) Checked both (4) Checked neither ____ 6

6. Have you attended any college/university other than MSU? (1) Yes (2) No ____ 7

7. If yes, how does the MSU Library compare in ease of use? (1) Easier (2) About the same (3) More difficult ____ 8

8. If more difficult, which reasons contribute most to the increased difficulty? (1) Physical design (2) Personal service (3) Hours (4) Adequacy of material (5) Borrowing policies (6) Other (please specify)_____ ____ 9

9. Comments:_____ ____ 10

_____ ____ 11

_____

_____

_____

_____

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12 13 14 15 16 17

SURVEY
UNDERGRADUATES

1. What is your major field of study at MSU? (Write "undecided" or "not applicable" if necessary)._____ ____ 1

2. Rank the approaches you take in locating or trying to locate the materials you have used. Assign number one to the approach most often used.
   (1) Card Catalog ____ 2
   (2) Reference Books ____ 3
   (3) Indexes and/or Abstracts ____ 4
   (4) Periodicals Holdings File ____ 5
   (5) Librarian ____ 6

3. If you have the call number of a book, are you able to locate the book in the Library? (1) Yes (2) No ____ 7

4. Do you think it would help you if the Library had a staff member stationed on each floor of the Library tower? (1) Yes (2) No ____ 8

5. Would you be interested in taking Library 2010, an elective course for credit, to learn how to use the Library more effectively? (1) Yes (2) No ____ 9

6. Do you find it difficult to concentrate when studying in the Library? (1) Yes (2) No ____ 10

   If yes, please indicate reason. (1) Too noisy (2) Too quiet (3) Uncomfortable seating (4) Too crowded (5) Inadequate lighting (6) Too much traffic in study areas (7) Temperature uncomfortable (8) I have never liked studying in the Library (9) Other (please specify)_____ ____ 11

   _____

7. If you do study in the Library, how many hours per week do you study in the Library? (1) 1-3 hours (2) 4-6 hours (3) 6-10 hours (4) Over 10 hours ____ 12

8. When do you most frequently use the Library? (1) 7:45 a.m.-11:00 a.m. (2) 11:00 a.m.-1:00 p.m. (3) 1:00 p.m.-5:00 p.m. (4) 5:00 p.m.-10:00 p.m. (5) 10:00 p.m.-12:00 a.m. ____ 13

9. What is your classification? (1) Freshman (2) Sophomore (3) Junior (4) Senior (5) Not applicable ____ 14

10. Are you a full time student? (1) Yes (2) No (3) Not applicable ____ 15

11. Comments:_____ ____ 16

    _____ ____ 17

    _____

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18	19	20	21	22	23

USER SURVEY
Special Privilege

1. Do you try to locate material at the public library before coming to MSU? (1) Always (2) Frequently (3) Never ____ 1

2. Do you try to locate material at other libraries in the Memphis area before coming to MSU? (1) Always (2) Frequently (3) Never ____ 2

3. How often do you use the MSU Library? Write the number of times in the space to the right. ____ 3

4. Are you aware that a visitor (someone not associated with MSU) may get a temporary parking pass at the MSU Information Center on Central? (1) Yes (2) No ____ 4

5. If yes, do you use a parking pass when visiting the library? (1) Always (2) Rarely (3) Never ____ 5

6. The limit of five books per patron per check out (1) Should be raised (2) Should be lowered (3) No opinion ____ 6

7. Do you use the library for personal research? (1) Yes (2) No ____ 7

8. Do you use the library for recreational reading? (1) Yes (2) No ____ 8

9. Are you doing research related to your job? (1) Yes (2) No ____ 9

10. Are you using the Library because your employer does not provide research material (1) Yes (2) No (3) Not applicable ____ 10

11. Which of the following best describes your employer? (1) Small corporation (2) Large corporation (3) Government (federal, state, city or county) (4) Self-employed (5) Not applicable (6) Educational institution ____ 11

12. A. Are you a student at a college or university other than MSU? (1) Local (Memphis) (2) Other (3) Not applicable ____ 12

B. If so, does your visit to the Library involve a school assignment? (1) Yes (2) No (3) Not applicable ____ 13

13. Are you using the MSU Library because you were unable to locate the material you need in your school's library? (1) Yes (2) No ____ 14

14. If you attend a school that is <u>not</u> located in Memphis, are you using the library between terms at your school? (1) Yes (2) No (3) Not applicable ____ 15

15. What suggestions do you have concerning service to Special Privilege Users?

_____ ____ 16

_____ ____ 17

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